

MINUTES OF THE  
MAG 9-1-1 OVERSIGHT TEAM MEETING

June 21, 2001  
MAG Office Building, Palo Verde Room  
Phoenix, Arizona

MEMBERS ATTENDING

Harry Beck, Phoenix Fire Department, Chairman	Blake McClelland for Dave Bennett, Phoenix Police Department
Jim Gibson, Glendale Fire Department	Ramsey Beckstead for Helen Gandara-Zavala, Scottsdale Police Dept.
Steve Werner, Maricopa County Sheriff's Office	*Cliff Jones, Tempe Fire Department
Joe Noce for Dennis L. Donna, Mesa Police Department	Lawrence Rodriguez, Tolleson Police Dept.
*Mike Fusco, Peoria Fire Department	

\*Those members neither present nor represented by proxy.

OTHERS PRESENT

Valerie Day, MAG	Tom Klein, Qwest
Mary Dysinger-Franklin, Phoenix Fire Dept.	Susan MacFarlane, Tempe Police Department
Barbara Jaeger, ADOA	Tom Melton, Maricopa County Sheriff's Office

1. Call to Order

The meeting was called to order by Chairman Harry Beck at 2:05 p.m.

2. Approval of the April 17, 2001 Meeting Minutes

Chairman Beck asked if members had any changes to the minutes. Hearing none, Chairman Beck asked for a motion to approve. Larry Rodriguez moved to approve the minutes of the April 17, 2001 meeting. Joe Noce seconded, and the motion carried unanimously.

8. Impact of Brown/Blackouts on 9-1-1

This agenda item was taken out of order.

Chairman Beck stated that the electric companies are reporting that they do not anticipate any problems this summer but plans are underway for the possibility of rolling blackouts. He introduced Tom Klein, Qwest, who provided an update on the process in place to keep 9-1-1 phone lines operational during a possible rolling blackout. Mr. Klein explained that the PSAPs have generators with battery backups to take care of brownouts. He commented that it is unlikely that there will be no power. Mr. Klein explained the continual maintenance of the generators and battery backups.

Steve Werner asked if the generator/backup system is sufficient. Mr. Klein responded that a total interruption is rare. Most of the equipment has been upgraded and is constantly tested. He noted that if needed, a specialist would be called in. Chairman Beck thanked Mr. Klein for his update.

3. FY 2002 MAG PSAP Equipment Funding Request

Susan MacFarlane stated that the FY 2003 MAG PSAP Equipment Funding Request and Five-Year budget were recommended for approval by the PSAP Managers. She stated that beginning this year, each request was accompanied by the agency's justification letter in the Oversight Team agenda packet. In previous years, the justification letters had been submitted only when the request was submitted to the State. Ms. MacFarlane reviewed the annual funding request. She noted that the request included new positions, including a contract agent, a network manager, and secretary. The request includes contract work for legal and public information services, MSAG overtime and continuing education. Ms. MacFarlane noted these requests were consistent with the approved Five Year Plan.

Mr. Werner asked for clarification of the funding source. Ms. MacFarlane replied that revenue is received through a legislated tax. Mr. Werner asked about the salary ranges. Ms. MacFarlane replied that the amounts include salary and benefits and were consistent with salary ranges at the City of Phoenix. Mr. Werner asked if the contracting agent and the network manager were the same. Ms. MacFarlane replied the positions are different, but fall within the same classification. Chairman Beck stated that the functions of the contract agent are to ensure that current contracts are up to date and vendors are complying with the contracts. He stated that previously there was only one contract. Because there could 27 contracts in place in the future, a contract agent is needed. Chairman Beck noted that another function would be ensuring consistency with the approved Five Year Plan. He stated that the contract agent would ensure accountability of excise tax revenue from the State. Ms. MacFarlane noted that a recommendation of the budget and request would be considered by the Management Committee and the Regional Council before submission to the ADOA, due August 1, 2001. Chairman Beck explained that this is the first time that a wholesale request has been made to ADOA. He commented that the request may not be completely funded, but this request would serve to show need. Ms. MacFarlane stated that along with the 37 cent increase in the tax, there is change in the three percent administrative allocation that one percent is available at the local level statewide.

Mr. Werner asked if the City of Phoenix would provide extra funding if the State does not fund the positions requested and need has been demonstrated. Chairman Beck noted that it might be MAG providing additional funding. He noted that progress might need to be made one step at a time. Barbara Jaeger stated that a process for allocating the tax increase needs to be established.

Ms. MacFarlane stated that the request also included funding for Phase II upgrades, which includes a mapping component. Chairman Beck stated that the Legislature provided additional funding because they were made aware of the impact of wireless calls to 9-1-1. He noted that requests need to get on the books. If requests are not made, and need demonstrated, funding will not be granted. Ms. Jaeger commented that identifying figures is important to take to the Legislative Study Committee. Mr. Werner asked for clarification of the request process. Ms. MacFarlane explained that the PSAPs make their requests annually. She noted that after the 2003 request is funded, 12 PSAPs will still require upgrades. Chairman Beck stated that it is important to understand that an aggressive strategy is needed to deal with 9-1-1 issues. He expressed appreciation to Ms. MacFarlane and Ms. Dysinger-Franklin for the hard work in putting together the request and budget.

Mr. Werner asked for clarification of setting priorities and approving requests for funding. Ms. MacFarlane stated that historically, no guidelines were in place for request approvals. She explained the process that an agency submitted a request, which was then included in the annual request

considered by MAG committees. After Regional Council approval, the requests were assembled with the justification letters and submitted to ADOA. Ms. MacFarlane noted that in the past, funds were available to cover requests. Ms. MacFarlane stated that by the next annual process, she envisioned establishment of a technical team that would establish parameters. Mr. Werner stated that due diligence is important. He stated that accountability and an audit trail are needed to ensure quality control. He stated that assurance that funding is going to the appropriate agency is needed.

Chairman Beck stated that insufficient administrative staffing for the 9-1-1 system was identified in the Five Year Plan. In the past, the administrative staff did their best with available resources. Looking ahead, it was realized that a network manager would assure quality control. Chairman Beck noted that the only oversight has been provided by the State. Chairman Beck stated that it would be preferable for MAG to set priorities, rather than the State. He stated that the budget request needs to be prefaced that this request is in response, not only to the request of a member agency, but also to the Five Year Plan. Chairman Beck stated that more descriptive information on the positions is available in the Five Year Plan.

Mr. Werner expressed that he was being cautious about expenditures. Chairman Beck noted the importance of being responsive to PSAP requests. Ms. Jaeger stated that it is important to realize needs. She indicated that the issue is that more money is needed. The projected revenue stream that the new tax will generate is \$20 million. Chairman Beck stated that the requests come directly from the PSAP Managers, who are responsible for the operations of their 9-1-1 centers. Mr. Werner asked about oversight of expenditures. Chairman Beck responded that Ms. Dysinger-Franklin tracks expenditures.

Ms. Jaeger stated that searching for alternative funding is a nationwide issue. She brought up liability concerns if budgets are insufficient. She stated that priorities need to be identified and who is liable if funds are not available. Ms. Jaeger indicated that the 37 cent increase will not support need. Mr. Werner expressed concern for government waste. Ms. Jaeger stated that the money does not go directly to individual communities. Accountability controls are in place. She explained that the ADOA office receives three percent of the tax for administration and the remainder goes into a fund. Unspent dollars stay in the fund. Ms. Jaeger stated that there are many unmet needs. The Legislature specified that the tax would help those areas that do not have 9-1-1. Mr. Noce noted his concurrence that a formalized oversight process is needed. He stated that the salaries for the new positions were in line with the City of Mesa guidelines. Chairman Beck noted that as funding increases, accountability needs to increase.

Chief Rodriguez moved to recommend approval of the FY 2003 MAG PSAP Equipment Funding Request and FY 2003-2007 PSAP Equipment Program. Joe Noce seconded, and the motion carried unanimously.

Chairman Beck stated that a report could be provided at each meeting.

#### 4. Emergency Warning System Update

Chairman Beck stated that at the October 19, 2000 Oversight meeting, a funding opportunity for an Emergency Warning System, through the Arizona Department of Environmental Quality Hazardous Waste Section, was discussed. ADEQ then told MAG that they were reconsidering management of these funds. Ms. McFarlane stated that Shannon Davis at ADEQ was recently promoted and Ms.

MacFarlane would be coordinating with Ms. Davis's replacement. Ms. MacFarlane stated that the ADEQ has not decided whether they or MAG will issue an RFP for a vendor. She stated that ADEQ has indicated the possibility that they may pay for only the equipment and not the maintenance. Ms. MacFarlane stated that the project is currently at a standstill.

5. 9-1-1 Customer Premise Equipment Maintenance RFP

Ms. Dysinger-Franklin stated that the Request for Proposals was finalized at the last meeting. The RFP was advertised June 18 and 20 and requests were received from 15 vendors for the RFP. Responses to the RFP are due July 17, 2001. Ms. Dysinger-Franklin reviewed the approval schedule. She stated that it is anticipated the contract would be in place in September.

6. MAG 9-1-1 System Performance Consultant Review Update

Ms. MacFarlane stated that the consultants that were hired to review the performance of the MAG 9-1-1 system recently spent two weeks interviewing the PSAP Managers, supervisors and dispatchers, ADOA staff, and Chairman Beck. The results of the interviews would be compiled into their first deliverable report. She stated that the consultants are also documenting wireless providers and will meet with them the week of July 16th to discuss Phases I and II. Ms. MacFarlane stated that an executive presentation will be given to the legislative study group in late September. She stated that she would inform members of the date when it becomes known. Chairman Beck stated that an update on the Five Year Plan with the consultant report could be drafted.

7. Legislative Update

Chairman Beck stated that the approved MAG 9-1-1 Five Year Plan addressed the need to increase the 9-1-1 fund in year one of the Plan. Legislation passed to support an increase in the fund. Mr. Noce stated that the wireless businesses opposed the surtax increase. During the last couple of days of discussion, the cities of Phoenix, Mesa and Tucson were instrumental in reaching a compromise to which the Legislature could agree. He noted that the main point of disagreement was whether the tax would be a flat fee or percentage. Mr. Noce stated that the Legislature passed a 37 cent monthly surcharge. The legislation stated that a 9-1-1 Legislative Study Committee would be appointed to review the telecommunication tax every two years, beginning in 2002. Mr. Noce stated that the tax will sunset in 2006. He noted that Phase I and II are very technical and difficult to explain and the Legislature had many questions as to why implementation is so costly and where the money would be spent. Chairman Beck noted that the 9-1-1 Study Committee would consist of six House and six Senate members. He noted that a report on costs is due from the Department of Revenue to the Legislature by December 2001. Chairman Beck stated the importance of providing information to the Study Committee. He noted that the inclusion of rural communities in the hearings is important.

Ms. Jaeger recounted a recent FCC decision that vendors could recoup costs of implementation. She stated that there are appeals pending on this case. Mr. Noce stated that the FCC has indicated that they are not inclined to reconsider their decision. He indicated that a compromise is a possibility. Ms. Jaeger stated that the wireless companies could implement Phase I immediately if they wanted to. She stated that a legal decision may be needed to resolve this. Ms. Jaeger commented that Pima County has been working on Phase I implementation for two years. Three of eight are currently operational. Ms. Jaeger explained that Phase I identifies the wireless caller's telephone number. Phase II identifies the wireless caller's location. She stated that this region needs to go to the vendors

to resolve this. Mr. Noce stated that wireless traffic accounts for 60 percent of 9-1-1 calls. He commented that without a call back number, open line calls are a problem. Ms. Jaeger mentioned the difficulties encountered in other parts of the State where wireless calls are being redirected to Flagstaff to save money.

Ms. Jaeger expressed her concern that the 9-1-1 Study Committee could end up appropriated. She stated that this could result in a two year budget process with appropriations that could limit the ability to expand. Chairman Beck stated that ultimately, a lawsuit may need to be filed to challenge the cell phone companies to meet the requirements. He noted that no one has yet challenged them and that is why the situation has gone on for so long. Mr. Noce commented that having top administration in person at the Legislative sessions was invaluable.

There being no further business, the meeting was adjourned at 3:20 p.m.